



VIRTUAL CAMPUS BROWSER SUPPORT INTERNET EXPLORER 11 KNOWLEDGE REVIEW ISSUE

There is a known compatibility issue between Internet Explorer version 11 (IE11) and the Knowledge Review slides contained within many online courses. Knowledge Review questions are ungraded knowledge checks that are typically presented throughout each lesson/chapter of a course. Students using IE11 have reported that, after answering a Knowledge Review question, they are unable to navigate to the next slide (the “next” button does not activate).

Unfortunately, Microsoft’s built-in feature for “Compatibility View” does not overcome this particular issue. As such, those accessing training from their personal (home) computer may wish to work around this issue by downgrading to Internet Explorer version 10; steps included below.

Those with IE11 installed on a work-issued computer should consult their local IT department to inquire about their policy on downgrading the web browser. If your IT department is unable to downgrade your browser, ask if they may furnish an alternate solution—for example, access to a ‘test’ laptop or virtual machine that has IE10. If they are unable to provide a means for you to access the course via Internet Explorer 10 (or lower), please [Click Here](#) for further guidance.

STEP 1: DETERMINING YOUR OPERATING SYSTEM

Internet Explorer 11 is an automatic update from Microsoft and can only be uninstalled on Windows 7 & Windows 8. **For Windows 8.1, IE11 is native and cannot be uninstalled/downgraded.**

Please [Click Here](#) to determine/verify which version of Microsoft Windows is installed on your computer.

Note: If you are running **Windows 8.1**, please [Click Here](#) for alternate options as you will not be able to install a different version of Internet Explorer on your computer.

STEP 2: UNINSTALLING THE INTERNET EXPLORER 11 UPDATE FROM MICROSOFT

1. Please close all instances of Internet Explorer.
2. Click on the Windows "Start" orb button  and select the “Control Panel.”
3. Click "**Programs**" and then "Programs and Features". Choose "View installed updates"(on the left-hand menu).
4. Locate "**Windows Internet Explorer 11**" or you can type "**Internet**" to navigate there via quick search.
5. Select "**Uninstall.**"
6. Please wait while Windows Internet Explorer 11 is being configured automatically.
7. Follow the Microsoft Windows wizard to restart your system.
8. Re-launch Internet Explorer once Windows has reloaded and proceed with the instructions on page 2.



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9. Hold down "**ALT**" + "**H**" on the keyboard and select "**About Internet Explorer**" to confirm that you now have Internet Explorer 10 installed.
10. On the same window, please **uncheck** the option to "**Install new versions automatically.**"
11. Login to the DAU Virtual Campus at <https://learn.dau.mil/> and test your course functionality.



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ALTERNATE WORK-AROUNDS

1. Use a different computer that already has a lower version of Internet Explorer (versions 7, 8, 9, and 10 are acceptable).
2. Save the printer-friendly version (PDF) of each lesson in your course to read the lesson materials offline. When you are ready to begin the graded course exams, you may then login to the Virtual Campus using Internet Explorer version 11. If you would like to go this route, you will need to submit a request to the DAU Help Desk and request that we update your lesson status as “complete” so that the system will allow you entry into the course exams. [Click Here](#) to send this request using your computers email client.